

# ANTI-SOCIAL BEHAVIOUR AND NEIGHBOUR NUISANCE

INFORMATION SHEET 21



We believe our residents should be able to live in a safe, secure and peaceful environment.

This information leaflet tells you what to expect from us and what we expect from you.

## **Definition of Anti-Social Behaviour**

The Easthall Park Housing Co-operative Scottish Secure Tenancy Agreement, Section 1.12, defines anti-social behaviour as: “any conduct which might reasonably be expected to cause alarm, distress, nuisance or annoyance to any person or causing any damage to anyone’s property”.

Section 3.1 of the Tenancy Agreement outlines that tenants are responsible for the behaviour of people who live with them and visit the property.

## **Reporting anti-social behaviour and neighbour nuisance**

Easthall Park Housing Co-operative will accept complaints by letter, by phone, email or in an interview.

Anonymous complaints will be recorded, but it may not be possible to act on such complaints unless it is possible for the Co-operative to verify the complaint – e.g. an untidy garden. The Co-operative will however take the necessary steps to investigate all complaints where possible.

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### Dealing with your complaint

#### **We will:**

- Deal with your complaint as quickly as possible.
- Contact the person(s) complained about. We will work with them to resolve the problem, issue appropriate warnings and take any necessary action.
- Keep any information you give us strictly confidential
  - We will ask your permission if we need to share your information with another agency.
  - If legal action is required we may disclose information to the defendant or their solicitor.
  - We will only do this with your permission.
- Work with other agencies (e.g. the Police, Environmental and Social Work service).
- Keep you informed of progress.

#### **Taking action:**

To take action against someone we need evidence. We need the following information:

- What happened.
- Where it happened.
- When it happened.
- Who witnessed the complaint.
- Who is affected.
- How they are affected.

This information helps decide a way forward that agrees what you need to do and what we will do to resolve the problem.



## Talking it through

Sometimes a neighbour just needs reminding their behaviour is upsetting and can cause annoyance. Often the way forward can be talking the problem through with the other person.

## Categories and response times

This initial evidence received helps categorise the complaint. Our categories and response times are as a result of a consultation exercise that was carried out between December 2012 and March 2013 with all residents.

### Neighbour Nuisance C

- Infrequent disturbance
- Noise complaints
- Running a business
- Unauthorised alterations
- Behaviour of visitors or children
- Basic breaches of tenancy e.g. pet nuisance
- Maintenance of garden/common grounds
- Boundary disputes
- Family disputes affecting neighbours

**Resolved target  
5 working days**

### Anti-Social Behaviour B

- Frequent disturbance
- Vandalism/graffiti to property
- Verbal harassment

**Resolved target  
4 working days**

### Anti-Social Behaviour A

- Sectarian, religious and homophobic harassment.
- Drug dealing from the house
- Assault
- Racial harassment
- Violent conduct towards neighbours/Co-operative staff
- Threatening behaviour

**Resolved target  
3 working days**

We aim to acknowledge complaints within 24 hours, explaining who is investigating the complaint.

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- For Neighbour Nuisance Complaints, we will contact complainant and alleged perpetrator within 3 working days of initial complaint. We aim to resolve these types of complaint within 5 working days.
- For Anti-Social Behaviour B complaints, we will contact complainant and alleged perpetrator within 2 working days of initial complaint. We aim to resolve these types of complaint within 4 working days.
- For Anti-Social Behaviour A complaints, we will contact complainant and alleged perpetrator within 1 working day of initial complaint. We aim to resolve these types of complaint within 3 working days.

### **Action we can take**

We will use a range of measures to address anti-social behaviour and neighbour nuisance. This is to ensure a flexible and effective response to the challenges of this problem.

### **The action we can take includes:**

- **Warnings**

We will warn tenants that their actions are unacceptable and warn them regarding their future behaviour.

- **Mediation**

We can arrange independent service to encourage individuals to talk through problems together.

- **Acceptable Behaviour Contracts**

These are used to get an individual to agree to stop causing anti-social behaviour. We will offer them help to improve their behaviour. If the behaviour doesn't stop, we will take further action, such as an anti-social behaviour order (see below).

- **Anti-social behaviour orders (ASBO's)**

An ASBO is an order from the court. It aims to stop certain behaviour. Breaching an ASBO is a criminal offence. It can result in a fine, prison sentence and affect the security of an Easthall Park tenancy.

- **Notice of Repossession**

This is a legal notice and is the first step in applying to the Court for repossession of a property (an eviction).

- **Eviction**

As a last resort we may ask the court to evict somebody from their home. To do this we have to prove that they have broken their tenancy conditions and that it is reasonable to evict them.

- **Viewing CCTV footage**

We have our own CCTV cameras that we use to help prevent and resolve problems of anti-social behaviour and neighbour nuisance.

- **Liaising with other agencies such as Police Scotland, Glasgow City Council Social Work, Environmental Services etc.**

We will work in partnership with other agencies to address problems. For instance, Co-operative have staff that have worked in the evenings and weekends with the Police to tackle anti-social behaviour.

If we have resolved your complaint or, after investigation, we cannot take the case any further, we will:

- Explain fully our reasons for closing the case.
- Confirm in writing the case has been closed.
- Give you advice on what to do next.
- Send a customer survey asking for your feedback on our handling of your complaint.

- **Keeping to these standards**

We will monitor our performance against these standards. So that you know we are keeping to these standards, we will:

- Publish statistics in our newsletter and our website.
- Display information in our reception area.
- Carry out regular surveys.

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USEFUL CONTACT NUMBERS	
<b>Easterhouse Police Station</b> Use this number to contact the Police for any reason other than an emergency.	0141 532 4300
<b>Crimestoppers</b>	0800 555 111
<b>Glasgow City Council Abandoned Cars/Graffiti/Fly-tipping</b>	0800 0277 027
<b>Glasgow Community Services Noise Control</b> (24 hour line) Officers available between 9am and 3am Monday to Friday and 5pm to 3am Saturday and Sunday.	0141 287 8866
<b>Glasgow City Council Bulk and needle uplift</b>	0141 287 9700
<b>Glasgow City Council Dog warden</b>	0141 276 1154
<b>Glasgow City Council Easterhouse Social Work</b>	0141 276 3400
<b>Glasgow City Council Social Work out-of-hours service</b>	0800 811 505

We always welcome your views and comments about improving our service.

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.



GLENBURN CENTRE

**This leaflet is one of a series of information sheets provided by  
Easthall Park Housing Co-operative.**

Others that have been provided include:

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| 1. Service Standards                | 11. Guide to Environmental Services |
| 2. Alterations and Improvements     | 12. How to pay your rent            |
| 3. Repair Priorities                | 13. Rent Arrears                    |
| 4. Keeping your home in good repair | 14. Eviction                        |
| 5. Succession to a tenancy          | 15. Ending your tenancy             |
| 6. Abandoned houses                 | 16. Lettable Standard               |
| 7. Rechargeable repairs             | 17. Gas Servicing                   |
| 8. "Your Voice - Your Choice"       | 18. Tenant Surveys                  |
| 9. Right to Repair                  | 19. Former Tenant arrears           |
| 10. Complaints                      | 20. Mutual Exchange                 |

The full range of these information sheets can be obtained from our reception  
or by visiting our website: [www.easthallpark.org.uk](http://www.easthallpark.org.uk)

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